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Electronic Patent Application Submission
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Application ID: 10798510



Title of Invention:

CALL PROCESSING SYSTEM AND
SERVICE CONTROL POINT FOR
HANDLING CALLS TO A CALL
CENTER

First Named Inventor: Minh Khuc

Domestic/Foreign Application: Domestic Application

Filing Date: 2004-03-11

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Statement

Filing Type:

Confirmation number: 6383

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TRANSMITTAL

Electronic Version v1.1

Stylesheet Version v1.1.0

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| Title of Invention | CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER | | | | | | | | | |
| Application Number: 10/798510  | | | | | | | | | | |
| Date: 2004-03-11 | | | | | | | | | | |
| First Named Applicant: Mr. Minh Duy Khuc | | | | | | | | | | |
| Confirmation Number: 6383 | | | | | | | | | | |
| Attorney Docket Number: 1271a | | | | | | | | | | |
| <p>I hereby certify that the use of this system is for OFFICIAL correspondence between patent applicants or their representatives and the USPTO. Fraudulent or other use besides the filing of official correspondence by authorized parties is strictly prohibited, and subject to a fine and/or imprisonment under applicable law.</p> <p>I, the undersigned, certify that I have viewed a display of document(s) being electronically submitted to the United States Patent and Trademark Office, using either the USPTO provided style sheet or software, and that this is the document(s) I intend for initiation or further prosecution of a patent application noted in the submission. This document(s) will become part of the official electronic record at the USPTO.</p> | | | | | | | | | | |
| <table border="1"><tr><td>Submitted by:</td><td>Elec. Sign.</td><td>Sign. Capacity</td></tr><tr><td>Mr. Michael J. Setter Registered Number: 37,936</td><td>Mr. Michael J. Setter</td><td>Attorney</td></tr></table> | | | Submitted by: | Elec. Sign. | Sign. Capacity | Mr. Michael J. Setter Registered Number: 37,936 | Mr. Michael J. Setter | Attorney | | |
| Submitted by: | Elec. Sign. | Sign. Capacity | | | | | | | | |
| Mr. Michael J. Setter Registered Number: 37,936 | Mr. Michael J. Setter | Attorney | | | | | | | | |
| <table><tr><td>Documents being submitted</td><td>Files</td></tr><tr><td>us-ids</td><td>39201070c1ids-usidst.xml</td></tr><tr><td></td><td>us-ids.dtd</td></tr><tr><td></td><td>us-ids.xsl</td></tr></table> | | | Documents being submitted | Files | us-ids | 39201070c1ids-usidst.xml | | us-ids.dtd | | us-ids.xsl |
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| | us-ids.dtd | | | | | | | | | |
| | us-ids.xsl | | | | | | | | | |
| Comments <p>It is believed that no fees are due in this matter. However, if it is determined that fees</p> | | | | | | | | | | |


are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

| Title of Invention | CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <div>Application Number: 10/798510 </div> <div>Confirmation Number: 6383</div> <div>First Named Applicant: Minh Khuc</div> <div>Attorney Docket Number: 1271a</div> <div>Art Unit: 2642</div> <div>Search string: (6731744 or 5206903 or 5592541 or 5631954 or 5675635 or 5828740 or 6185292 or 6215858 or 6266699 or 6311231 or 6366658 or 6415027 or 6470010 or 6175822 or 6470081 or 6470008 or 6529504).pn.</div> <div><h3>US Patent Documents</h3><p>Note: Applicant is not required to submit a paper copy of cited US Patent Documents</p><table border="1"><thead><tr><th>init</th><th>Cite.No.</th><th>Patent No.</th><th>Date</th><th>Patentee</th><th>Kind</th><th>Class</th><th>Subclass</th></tr></thead><tbody><tr><td></td><td>1</td><td>6731744</td><td>2004-05-04</td><td>Khuc</td><td></td><td></td><td></td></tr><tr><td></td><td>2</td><td>5206903</td><td>1993-04-27</td><td>Kohler</td><td></td><td></td><td></td></tr><tr><td></td><td>3</td><td>5592541</td><td>1997-01-07</td><td>Fleischer III et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>4</td><td>5631954</td><td>1997-05-20</td><td>Evans</td><td></td><td></td><td></td></tr><tr><td></td><td>5</td><td>5675635</td><td>1997-10-07</td><td>Vos et al</td><td></td><td></td><td></td></tr><tr><td></td><td>6</td><td>5828740</td><td>1998-10-27</td><td>Khuc et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>7</td><td>6185292</td><td>2001-02-06</td><td>Miloslavsky</td><td></td><td></td><td></td></tr><tr><td></td><td>8</td><td>6215858</td><td>2001-04-10</td><td>Bartholomew et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>9</td><td>6266699</td><td>2001-07-24</td><td>Seveik</td><td></td><td></td><td></td></tr><tr><td></td><td>10</td><td>6311231</td><td>2001-10-30</td><td>Bateman et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>11</td><td>6366658</td><td>2002-04-02</td><td>Bjornberg et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>12</td><td>6415027</td><td>2002-07-02</td><td>Malik</td><td></td><td></td><td></td></tr><tr><td></td><td>13</td><td>6470010</td><td>2002-10-22</td><td>Szviatovszki et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>14</td><td>6175822</td><td>2001-01-16</td><td>Jones</td><td></td><td></td><td></td></tr><tr><td></td><td>15</td><td>6470081</td><td>2002-10-22</td><td>Sbisa et al.</td><td></td><td></td><td></td></tr></tbody></table></div> | | | | | | | init | Cite.No. | Patent No. | Date | Patentee | Kind | Class | Subclass | | 1 | 6731744 | 2004-05-04 | Khuc | | | | | 2 | 5206903 | 1993-04-27 | Kohler | | | | | 3 | 5592541 | 1997-01-07 | Fleischer III et al. | | | | | 4 | 5631954 | 1997-05-20 | Evans | | | | | 5 | 5675635 | 1997-10-07 | Vos et al | | | | | 6 | 5828740 | 1998-10-27 | Khuc et al. | | | | | 7 | 6185292 | 2001-02-06 | Miloslavsky | | | | | 8 | 6215858 | 2001-04-10 | Bartholomew et al. | | | | | 9 | 6266699 | 2001-07-24 | Seveik | | | | | 10 | 6311231 | 2001-10-30 | Bateman et al. | | | | | 11 | 6366658 | 2002-04-02 | Bjornberg et al. | | | | | 12 | 6415027 | 2002-07-02 | Malik | | | | | 13 | 6470010 | 2002-10-22 | Szviatovszki et al. | | | | | 14 | 6175822 | 2001-01-16 | Jones | | | | | 15 | 6470081 | 2002-10-22 | Sbisa et al. | | | |
| init | Cite.No. | Patent No. | Date | Patentee | Kind | Class | Subclass | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 1 | 6731744 | 2004-05-04 | Khuc | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 2 | 5206903 | 1993-04-27 | Kohler | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 3 | 5592541 | 1997-01-07 | Fleischer III et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 4 | 5631954 | 1997-05-20 | Evans | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 5 | 5675635 | 1997-10-07 | Vos et al | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 6 | 5828740 | 1998-10-27 | Khuc et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 7 | 6185292 | 2001-02-06 | Miloslavsky | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 8 | 6215858 | 2001-04-10 | Bartholomew et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 9 | 6266699 | 2001-07-24 | Seveik | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 10 | 6311231 | 2001-10-30 | Bateman et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 11 | 6366658 | 2002-04-02 | Bjornberg et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 12 | 6415027 | 2002-07-02 | Malik | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 13 | 6470010 | 2002-10-22 | Szviatovszki et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 14 | 6175822 | 2001-01-16 | Jones | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | 15 | 6470081 | 2002-10-22 | Sbisa et al. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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|--|----|---------|------------|-------|
| | 16 | 6470008 | 2002-10-22 | Khuc |
| | 17 | 6529504 | 2003-03-04 | Sbisa |

Signature

| Examiner Name | Date |
|---------------|------|
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